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Transportation

**POLICY FOR PASSENGER TRAVEL ABOARD
AMC AIRCRAFT**



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OPR: HQ AMC/DOJP
(Capt Patrick J. Reymann)
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Certified by: HQ AMC/DOJ
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1. This publication establishes an overall quality standard for passengers traveling aboard AMC missions. It applies to all AMC assets operated or controlled through the Tanker Airlift Control Center (TACC). It also applies to Air National Guard units when published in ANGIND 2, *Numerical Index of Air National Guard and Applicable Publications*.

2. General. Space available passenger travel is a privilege and considered a quality-of-life issue within this command. This directive provides policy to enhance the quality of passenger travel as well as the opportunity by increasing the number of seats available on all AMC-operated or controlled aircraft. The intent is to identify service improvement opportunities and field policies and procedures to meet/exceed customer needs and expectations.

2.1. Responsibilities: This directive establishes the following responsibilities and authorities:

2.1.1. The AMC Director of Operations (DO) has overall responsibility for policy regarding passenger service from the time a potential passenger enters the mobility system and throughout his/her travel experience. The DO will establish minimum passenger seating standards delineating the number of seats to be made available by aircraft type and configuration without displacing cargo. The DO will establish the metrics and methods of data capture (**Attachment 1**) to be used system-wide to ensure the quality of passenger service.

2.1.2. The Senior AMC representative on an installation is responsible for the quality of passenger service at that location and on any aircraft transiting that location. He/she will ensure all AMC-owned or controlled aircraft release the maximum number of passenger seats as established in the passenger seating standard for that aircraft configuration commensurate with mission requirements. In addition, he/she will ensure publication of the Passenger Bill of Rights (**Attachment 2**) and appoint a passenger advocate to act on behalf of passengers during their stay at that location.

2.1.3. At locations with an AMC presence, the aerial port or its equivalent (to include Small Terminal Assistance Programs, Tanker Airlift Control Element, and Contract Air Terminals) is responsible for the cargo and passenger utilization. They will plan, load, and execute all aircraft cabin loads ensuring the availability of every seat for passenger use after meeting all cargo and space required passenger requirements.

2.1.4. The Aircraft Commander is responsible for passenger comfort/service on board the aircraft and maximizing passenger ACL when operating into and out of locations without AMC presence or missions not controlled by AMC. He/she will identify additional crew members to assist in passenger care and safety so as to maximize the use of every seat.

2.1.5. Each AMC installation commander is responsible for negotiating agreements with customs and immigration authorities so they can serve as a Special Port of Entry (SPOE).

2.1.6. Each Operations Group Commander will ensure all AMC-operated or controlled aircraft, including training missions, will coordinate through the TACC for any overseas routing. The TACC will coordinate the requirement for missions to transit a regular POE or SPOE to enhance the movement of cargo and passengers.

2.1.7. The TACC will ensure release of excess seats, with mission requirements, on SAAM, JA/ATT, and exercise missions early in the planning process.

2.1.8. The TACC will eliminate station overflights, early departures, or other actions which negatively impact passenger movement. Exception: Station overflights are authorized when no revenue passengers or cargo are present at time of launch. The overflight decision will be made and all passengers (existing and downline) informed prior to launch.

2.1.9. Additional crew member and other categories of mission essential travelers such as AMC mission observers and mission essential ground personnel will verify their intent to travel aboard a specific mission NLT 3 hours prior to departure time. These travelers will not normally be added to the mission after that point if it will adversely impact manifested passengers.

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Attachment 1**MEASURING COMPLIANCE WITH POLICY**

A1.1. Compliance with AMC Policy Directive 24-2 will improve the quality of service to our customers as well as the availability of seats on AMC-owned/gained aircraft. Seat availability, passenger movement, and customer satisfaction have been established as measures of the effectiveness of this policy.

A1.1.1. Data for the command-level seat metric will be collected at field level by a representative of the office of primary responsibility. Completion and transmission of seat data as required by the ALLOAD/TR-1 message process are paramount to the automated capture of this data and must be accomplished by every unit for every cargo/passenger-capable mission. Presently, AMC locations possessing either C2IPS or CAPS II have the automated means available to them; other AMC sites and non-AMC sites have an AUTODIN/DMS capability to forward this data. Approximately 90 to 95 percent of seat movement will be captured within AMC automated systems as they are fielded now. Information at nonautomated locations will be fed to automated stations or direct to HQ AMC/DOJR via message.

A1.1.2. Data for the command-level quality of passenger service metric will be collected from passengers worldwide. Units will provide surveys to passengers on selected missions as they process for a flight, and the forms will be collected at final destination. Surveys will then be forwarded to HQ AMC for analysis. This metric is prescribed in AMCPD 24-1, *Military Airlift Policy for Aerial Port Operations*, and AMCI 24-101, *Military Airlift*.

A1.2. This data will initially be compiled and presented on a monthly basis, reflecting a command aggregate and by AMC installation. Copies will be provided to each AMC base for trend analysis, and additional data requests can be expected at unit level if the metric trend warrants further investigation.

Attachment 2**AIR MOBILITY COMMAND'S PASSENGER BILL OF RIGHTS**

- Courteous Service
- Accurate Information
- Maximum Opportunity to Travel, Compatible with Mission Requirements
- Safe Flight
- Clean Comfortable Facilities during Posted Operating Hours
- Transportation To and From Aircraft
- Your Baggage - Right Place, On-Time, Undamaged